

## PinICL Expor PC0035901

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0035901	Within CAP 33, a comparison was	15/11/1999 12:59:50	18/01/2000 11:34:08	Angela Shaw/7263 2582/	General/Other/Misc
EDSC	made between the		Closed		Reconciliation

### References

Name	Value
Acceptance Incident	AI0376H
Copy From	PC0033339

### Products

Product Group	Product Name	Product Version
General/Other/Misc	Reconciliation	

### Activities

Date	User	Comment
15/11/1999 12:59:50	Customer Call	CALL PC0033339 opened
15/11/1999 12:59:52	Customer Call	CALL PC0033339:Priority B:CallType L - Target 18/11/99 12:59:50
15/11/1999 12:59:52	Customer Call	15/11/99 12:47 This call relates to e-9911120507. Within CAP 33, a
15/11/1999 12:59:52	Customer Call	comparison was made between the values recieved within the cash acc files
15/11/1999 12:59:52	Customer Call	and those derived from the trans stream for FAD 183306 and 028614 where the
15/11/1999 12:59:52	Customer Call	following differences have been identified. Fad 183306, line 2050declared =
15/11/1999 12:59:52	Customer Call	33183.21, derived = 33627.61, difference £444.40-, line 2051 declared =
15/11/1999 12:59:52	Customer Call	£0.00 derived = £444.40-, difference of £444.40, office 028614 line 2050
15/11/1999 12:59:52	Customer Call	declared = 188728.46, derived 188564.36, difference 164.10, line 2051
15/11/1999 12:59:52	Customer Call	declared 3910.43 derived 4074.53 difference £164.10-. This may be related to
15/11/1999 12:59:52	Customer Call	the transfers problem that occurred in CAP 28. Please investigate and
15/11/1999 12:59:52	Customer Call	outline the differences.
15/11/1999 12:59:52	Customer Call	15/11/99 12:47 uk058728
15/11/1999 12:59:52	Customer Call	Information: no requirement to search kel, forwarding for progression
15/11/1999 12:59:52	Customer Call	F} Call details
15/11/1999 12:59:53	Customer Call	Diagnostician name:
15/11/1999 12:59:53	Customer Call	Customer opened date 15/11/1999 12:47:14
15/11/1999 13:24:50	Catherine Obeng	Target Release updated to CSR



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EDSC	made between the		Closed		Reconciliation

15/11/1999 13:24:50	Catherine Obeng	Product General/Other/Misc Reconciliation added
16/11/1999 10:32:12	Barbara Longley	The call summary has been changed from:-
16/11/1999 10:32:12	Barbara Longley	This call relates to e-9911120507. Within CAP 33,
16/11/1999 10:32:12	Barbara Longley	The call summary is now:-
16/11/1999 10:32:12	Barbara Longley	Within CAP 33, a comparison was made between the
16/11/1999 10:32:13	Barbara Longley	F} Response :
16/11/1999 10:32:14	Barbara Longley	routing to MSU
16/11/1999 10:32:14	Barbara Longley	[END OF REFERENCE 13480938]
16/11/1999 10:32:14	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
16/11/1999 10:32:16	Barbara Longley	The response was delivered to: PowerHelp
16/11/1999 10:32:17	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
16/11/1999 10:32:17	Barbara Longley	Defect cause updated to 99:General - Unknown
16/11/1999 10:32:17	Barbara Longley	Hours spent since call received: 0 hours
18/11/1999 12:03:05	Angela Shaw	The call summary has been changed from:-
18/11/1999 12:03:05	Angela Shaw	Within CAP 33, a comparison was made between the
18/11/1999 12:03:05	Angela Shaw	The call summary is now:-
18/11/1999 12:03:05	Angela Shaw	Within CAP 33, a comparison was made between the
18/11/1999 12:03:05	Angela Shaw	F} Response :
18/11/1999 12:03:06	Angela Shaw	THIS CALL NEEDS INVESTIGATION BY SSC, THEN IT MAY NEEDD TO GO TO STEVE
18/11/1999 12:03:06	Angela Shaw	WARWICK (DEVELOPMENT) FOR FURTHER INPUT. THIS IS COVERED BY AI376. THANKS.
18/11/1999 12:03:06	Angela Shaw	[END OF REFERENCE 13541586]
18/11/1999 12:03:06	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
18/11/1999 12:03:06	Angela Shaw	The response has been flagged to the gateway team for validation
18/11/1999 12:03:07	Angela Shaw	The Call record has been transferred to the Team: EDSC
18/11/1999 12:03:07	Angela Shaw	Hours spent since call received: 0.2 hours
22/11/1999 11:25:02	Richard Coleman	PRESCAN: Messagstore will be required by development



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EDSC	made between the		Closed		Reconciliation

22/11/1999 11:25:03	Richard Coleman	The Call record has been assigned to the Team Member: Lina Kiang			
22/11/1999 11:25:04	Richard Coleman	Hours spent since call received: 0 hours			
22/11/1999 14:54:52	Lina Kiang	New evidence added - Message store for FAD 028614			
22/11/1999 14:54:52	Lina Kiang	New evidence added - Message store for FAD 183306			
22/11/1999 14:54:53	Lina Kiang	F} Response :			
22/11/1999 14:54:53	Lina Kiang	Attached complete message store for FADs 183306 and 028614 and routing call			
22/11/1999 14:54:53	Lina Kiang	to QFP for the attention of development.			
22/11/1999 14:54:53	Lina Kiang	[END OF REFERENCE 13615985]			
22/11/1999 14:54:53	Lina Kiang	Responded to call type L as Category 40 -Incident Under Investigation			
22/11/1999 14:55:16	Lina Kiang	The response was delivered to: PowerHelp			
22/11/1999 14:55:18	Lina Kiang	The Call record has been transferred to the Team: QFP			
22/11/1999 14:55:19	Lina Kiang	Hours spent since call received: 0 hours			
22/11/1999 15:32:19	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick			
22/11/1999 15:32:19	Lionel Higman	Hours spent since call received: 0 hours			
23/11/1999 15:28:45	Steve Warwick	Target Release updated to NFR - No Fix Req'd			
23/11/1999 15:29:10	Steve Warwick	New evidence added - Spreadsheet of Cheque Transactions at 183306			
23/11/1999 15:29:12	Steve Warwick	F} Response :			
23/11/1999 15:29:13	Steve Warwick	FAD Code 183306 - I can find no explanation for why TIP have calculated a			
23/11/1999 15:29:13	Steve Warwick	value different to that reported on the Cash Account. The Cash Account value			
23/11/1999 15:29:13	Steve Warwick	for cheques at the end of CAP 32 was 0.00 and the value of transactions			
23/11/1999 15:29:13	Steve Warwick	undertaken in CAP 33 net to 0.00, therefore the value of 0.00 reported for			
23/11/1999 15:29:13	Steve Warwick	line 2051 on the Cash Account was correct. The only possible reason could be			
23/11/1999 15:29:13	Steve Warwick	that two of the transactions (one for £441.40 and the other for £3.00) were			
23/11/1999 15:29:13	Steve Warwick	either not passed to TIP or were misinterpreted by TIP.			
23/11/1999 15:29:13	Steve Warwick				
23/11/1999 15:29:13	Steve Warwick	A spreadsheet with all the Cheque transactions for CAP 33 at 183306 is			



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PC0035901 EDSC	Within CAP 33, a comparison was made between the	15/11/1999 12:59:50	18/01/2000 11:34:08 Closed	Angela Shaw/7263 2582/	General/Other/Misc Reconciliation

23/11/1999 15:29:13	Steve Warwick	attached for information (the 'SaleValue' column has had the attribute name removed to allow the values to be summed).
23/11/1999 15:29:13	Steve Warwick	
23/11/1999 15:29:13	Steve Warwick	
23/11/1999 15:29:13	Steve Warwick	At FAD Code 028614, the problem was caused by transfers within the ECCO
23/11/1999 15:29:13	Steve Warwick	system prior to migration in CAP 32. Transfer IN transactions for £164.10
23/11/1999 15:29:13	Steve Warwick	were recorded against product 2 (Cheques) without any corresponding Transfers
23/11/1999 15:29:13	Steve Warwick	OUT of cheques. As a result, the cheque value reported on the Cash Account
23/11/1999 15:29:13	Steve Warwick	against line 2051 in CAP 32 would have been reduced by this amount and the
23/11/1999 15:29:13	Steve Warwick	Cash line (2050) increased. Since these values were then used by TIP as the
23/11/1999 15:29:13	Steve Warwick	start point for calculating the CAP 33 Cash Account, the holdings at the end
23/11/1999 15:29:13	Steve Warwick	of CAP 33 would appear to be £164.10 too high on Cash and £164.10 too low on
23/11/1999 15:29:13	Steve Warwick	cheques.
23/11/1999 15:29:13	Steve Warwick	
23/11/1999 15:29:13	Steve Warwick	The transactions recorded at the counter are entirely consistent with the
23/11/1999 15:29:13	Steve Warwick	Cash Account data recorded at the counter.
23/11/1999 15:29:13	Steve Warwick	[END OF REFERENCE 13645048]
23/11/1999 15:29:26	Steve Warwick	Responded to call type L as Category 62 -No fault in product
23/11/1999 15:29:28	Steve Warwick	Hours spent since call received: 1 hours
23/11/1999 15:29:28	Steve Warwick	Defect cause updated to 40:General - User
23/11/1999 15:29:41	Steve Warwick	The Call record has been transferred to the Team: EDSC
23/11/1999 15:29:44	Steve Warwick	The response has been routed to the gateway team for validation
23/11/1999 15:37:54	Richard Coleman	The Call record has been assigned to the Team Member: Lina Kiang
23/11/1999 15:37:58	Richard Coleman	Hours spent since call received: 0 hours
23/11/1999 16:18:00	Lina Kiang	The Call record has been transferred to the Team: MgtSupportUnit
23/11/1999 16:18:01	Lina Kiang	Hours spent since call received: 0 hours
26/11/1999 19:15:06	John Pope	The call references have been updated. They are now:-



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EDSC	made between the		Closed		Reconciliation

26/11/1999 19:15:06	John Pope	ORIGINATOR	: Phelp
26/11/1999 19:15:06	John Pope	T PowerHelp	: E-9911150311
26/11/1999 19:15:06	John Pope	Acceptance Incident	: AI0376H
26/11/1999 19:15:06	John Pope	Acceptance Incident	: AI0376H
30/11/1999 10:22:47	John Pope	F} Response :	
30/11/1999 10:22:47	John Pope	I fed back to TIP SW's comments above, and asked TIP to check their	
30/11/1999 10:22:47	John Pope	calculations. TIP's response to me was:	
30/11/1999 10:22:47	John Pope		
30/11/1999 10:22:47	John Pope	TIP findings: There are 2 transactions that total £444.40 that post to	
30/11/1999 10:22:47	John Pope	cash account line 2051as follows:	
30/11/1999 10:22:47	John Pope	08/11/1999 13:24:03	3.00
30/11/1999 10:22:47	John Pope	10/11/1999 14:28:40	441.40
30/11/1999 10:22:47	John Pope	Both have been transacted using transaction mode 18 (stock	
30/11/1999 10:22:47	John Pope	adjustment negative)	
30/11/1999 10:22:47	John Pope		
30/11/1999 10:22:47	John Pope	These are the 2 transactions which provide an overall negative	
30/11/1999 10:22:47	John Pope	total for this line of £ - 444.40.	
30/11/1999 10:22:47	John Pope		
30/11/1999 10:22:47	John Pope	These 2 transactions are also correctly shown as increasing cash	
30/11/1999 10:22:47	John Pope	(line 2050) by £444.40 giving an overall cash line total of	
30/11/1999 10:22:47	John Pope	£33627.61.	
30/11/1999 10:22:47	John Pope		
30/11/1999 10:22:47	John Pope	It appears that these transactions haven't been taken into	
30/11/1999 10:22:47	John Pope	account when providing the declared totals.	
30/11/1999 10:22:47	John Pope		
30/11/1999 10:22:47	John Pope	[END OF REFERENCE 13796570]	



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30/11/1999 10:22:48	John Pope	Responded to call type L as Category 40 -Incident Under Investigation			
30/11/1999 10:22:49	John Pope	The response has been flagged to the gateway team for validation			
30/11/1999 11:01:07	Nicole Meredith	F) Response :			
30/11/1999 11:01:07	Nicole Meredith	Can SSC please check to see whether the 2 transactions at FAD 183306, as			
30/11/1999 11:01:07	Nicole Meredith	mentioned in John's comments, were correctly sent to TIP.			
30/11/1999 11:01:07	Nicole Meredith	[END OF REFERENCE 13798505]			
30/11/1999 11:01:07	Nicole Meredith	Responded to call type L as Category 68 -Administrative Response			
30/11/1999 11:01:08	Nicole Meredith	Hours spent since call received: 0.2 hours			
30/11/1999 11:01:08	Nicole Meredith	The Call record has been transferred to the Team: EDSC			
30/11/1999 11:01:09	Nicole Meredith	The response has been routed to the gateway team for validation			
30/11/1999 11:48:27	Paul Steed	The Call record has been assigned to the Team Member: Lina Kiang			
30/11/1999 11:48:28	Paul Steed	Hours spent since call received: 0 hours			
01/12/1999 17:14:40	Lina Kiang	F) Response :			
01/12/1999 17:14:40	Lina Kiang	As was explained to Nicole, David Salt (POCL-TIP) supplied the detailed info			
01/12/1999 17:14:40	Lina Kiang	about the 2 transactions (08/11/1999 13:24:03 3.00 and 10/11/1999 14:28:40			
01/12/1999 17:14:40	Lina Kiang	441.40) which was used in John Pope's comment. Therefore, TIP has received			
01/12/1999 17:14:40	Lina Kiang	the 2 transactions. Routing call back to Nicole Meredith.			
01/12/1999 17:14:40	Lina Kiang	[END OF REFERENCE 13836418]			
01/12/1999 17:14:40	Lina Kiang	Responded to call type L as Category 40 -Incident Under Investigation			
01/12/1999 17:14:46	Lina Kiang	The response was delivered to: PowerHelp			
01/12/1999 17:14:47	Lina Kiang	The Call record has been transferred to the Team: MgtSupportUnit			
01/12/1999 17:14:47	Lina Kiang	Hours spent since call received: 0 hours			
03/12/1999 11:35:11	Angela Shaw	F) Response :			
03/12/1999 11:35:11	Angela Shaw	POCL have now been updated on the above responses via RED 1355. Awaiting			
03/12/1999 11:35:11	Angela Shaw	confirmation of closure.			
03/12/1999 11:35:11	Angela Shaw	[END OF REFERENCE 13872490]			



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EDSC	made between the		Closed		Reconciliation

03/12/1999 11:35:11	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation			
03/12/1999 11:35:12	Angela Shaw	The response has been flagged to the gateway team for validation			
03/12/1999 11:35:13	Angela Shaw	The Call record has been assigned to the Team Member: Pending closure			
03/12/1999 11:35:13	Angela Shaw	Hours spent since call received: 0.5 hours			
08/12/1999 16:49:15	John Moran	F} Response :			
08/12/1999 16:49:16	John Moran	PLEASE CLOSE THIS CALL AS THE INVESTIGATION OF THIS SYTEM CALL IS COMPLETE.			
08/12/1999 16:49:16	John Moran	THE ASSOCIATED BUSINESS CALL WILL BE CLOSED AS SOON AS POCL PERMITS IT.			
08/12/1999 16:49:16	John Moran	[END OF REFERENCE 13970435]			
08/12/1999 16:49:16	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved			
08/12/1999 16:49:16	John Moran	Hours spent since call received: .1 hours			
08/12/1999 16:49:17	John Moran	The Call record has been transferred to the Team: EDSC			
08/12/1999 16:49:17	John Moran	The response has been routed to the gateway team for validation			
08/12/1999 16:51:32	Richard Coleman	F} Response :			
08/12/1999 16:51:32	Richard Coleman	Call raiser has agreed closure.			
08/12/1999 16:51:32	Richard Coleman	Reconciliation complete			
08/12/1999 16:51:32	Richard Coleman	[END OF REFERENCE 13970577]			
08/12/1999 16:51:33	Richard Coleman	Responded to call type L as Category 90 -Reconciliation - resolved			
08/12/1999 16:51:33	Richard Coleman	Hours spent since call received: 0 hours			
08/12/1999 16:51:36	Richard Coleman	CALL PC0033339 closed: Category 90, Type L			
08/12/1999 16:51:38	Richard Coleman	The response was delivered to: PowerHelp			
08/12/1999 16:55:34	Customer Call	Date and time complete: 08/12/1999 16:53:02			
08/12/1999 16:55:34	Customer Call	Service Complete (Confirmation) Received			
07/01/2000 11:08:02	John Pope	This incident has NOT been resolved. Steve Warwick said they only			
07/01/2000 11:08:02	John Pope	explanation we could see was that the transactions were either not sent to			
07/01/2000 11:08:02	John Pope	TIP or were not accounted for correctly by them, and TIP's response is that			
07/01/2000 11:08:02	John Pope	they both received them and correctly accounted for them.			



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07/01/2000 11:08:02	John Pope	Please re-open
07/01/2000 11:23:44	Richard Coleman	Call PC0035901 cloned from original call PC0033339
07/01/2000 11:23:51	Richard Coleman	CALL PC0035901:Priority B:CallType C - Target 12/01/00 11:23:44
07/01/2000 11:26:34	Richard Coleman	Passing to QFP FAO Steve Warwick as per telephone conversation with John Pope.
07/01/2000 11:26:34	Richard Coleman	Steve, this call has been cloned from PC0033339 as the original Powerhelp
07/01/2000 11:26:34	Richard Coleman	call has been closed and so can not be reopened.
07/01/2000 11:26:34	Richard Coleman	The call summary has been changed from:-
07/01/2000 11:26:34	Richard Coleman	Copy PC0033339 Within CAP 33, a comparison was ma
07/01/2000 11:26:34	Richard Coleman	The call summary is now:-
07/01/2000 11:26:34	Richard Coleman	Within CAP 33, a comparison was made between the
07/01/2000 11:26:34	Richard Coleman	Target Release updated to CSR-CI2
07/01/2000 11:27:18	Richard Coleman	The Call record has been transferred to the Team: QFP
07/01/2000 11:27:18	Richard Coleman	Hours spent since call received: 0 hours
07/01/2000 12:23:43	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
07/01/2000 12:23:44	Lionel Higman	Hours spent since call received: 0 hours
10/01/2000 09:38:17	Steve Warwick	Target Release updated to NFR - No Fix Reqd
10/01/2000 09:38:19	Steve Warwick	F} Response :
10/01/2000 09:38:19	Steve Warwick	In addition to the transactions for the values £441.40 and £3.00 which have
10/01/2000 09:38:19	Steve Warwick	previously been reported, there were 4 other transactions in the message
10/01/2000 09:38:19	Steve Warwick	store which are related to this issue. These were:
10/01/2000 09:38:19	Steve Warwick	
10/01/2000 09:38:19	Steve Warwick	1. A Rem out of Cheques, Qty 44140, value £19,483,396.00
10/01/2000 09:38:19	Steve Warwick	2. A stock adjustment positive of cheques for a value of -£19,483,399.00
10/01/2000 09:38:19	Steve Warwick	3. A reversal of the Rem at (1) above.
10/01/2000 09:38:19	Steve Warwick	4 A Stock Adjustment NEGATIVE of cheues for a value of £19,482,954.60
10/01/2000 09:38:19	Steve Warwick	



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10/01/2000 09:38:19	Steve Warwick	The net effect of these transactions was to INCREASE the stock holding of			
10/01/2000 09:38:19	Steve Warwick	cheques by a net value of £444.40 which is why the overall cheque value at			
10/01/2000 09:38:19	Steve Warwick	the end of the CAP was '0.00' and not the -£444.40 which TIP have indicated.			
10/01/2000 09:38:19	Steve Warwick	[END OF REFERENCE 14415676]			
10/01/2000 09:38:20	Steve Warwick	Responded to call type C as Category 62 -No fault in product			
10/01/2000 09:38:21	Steve Warwick	Hours spent since call received: .3 hours			
10/01/2000 09:38:21	Steve Warwick	Defect cause updated to 42:Gen - Outside Pathway Control			
10/01/2000 09:38:22	Steve Warwick	The response was delivered on the system			
10/01/2000 10:54:30	John Pope	F} Response :			
10/01/2000 10:54:31	John Pope	The large [ > 999,999.99 ] values would not have gone to TIP, and as they are			
10/01/2000 10:54:31	John Pope	not equal and opposite would cause a difference between TIP and ourselves.			
10/01/2000 10:54:31	John Pope	Fix in hand under PinICL 29154.			
10/01/2000 10:54:31	John Pope	[END OF REFERENCE 14417077]			
10/01/2000 10:54:31	John Pope	Responded to call type C as Category 36 -Known Problem Registered			
10/01/2000 10:54:31	John Pope	The response was delivered on the system			
17/01/2000 14:03:45	John Pope	The call references have been updated. They are now:-			
17/01/2000 14:03:45	John Pope	Acceptance Incident : AI0376H			
17/01/2000 14:03:45	John Pope	T Copy From : PC0033339			
18/01/2000 11:31:33	Richard Coleman	F} Response :			
18/01/2000 11:31:34	Richard Coleman	Closing cloned call.			
18/01/2000 11:31:34	Richard Coleman	Fix in hand under PinICL 29154.			
18/01/2000 11:31:34	Richard Coleman	[END OF REFERENCE 14672805]			
18/01/2000 11:31:34	Richard Coleman	Responded to call type C as Category 72 -Duplicate Call			
18/01/2000 11:31:35	Richard Coleman	Hours spent since call received: 0 hours			
18/01/2000 11:31:35	Richard Coleman	The response was delivered on the system			
18/01/2000 11:34:06	Richard Coleman	CALL PC0035901 closed: Category 72, Type C			



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EDSC	made between the		Closed		Reconciliation

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18/01/2000 11:34:08	Richard Coleman	Hours spent since call received: 0 hours
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